

ARTICLE B

RESOURCES

INTRODUCTION

The following directory is intended to serve as an aid for the ET in handling numerous types of Medi-Cal inquiries and problems from various sources. This resource and referral list is to be used in both cash connected and Medi-Cal only cases.

The resource directory information is divided into three columns.

Column I describes the type of inquiry, complaint, or referral need which an ET might encounter.

Column II lists the specific resource and method of contact for the inquiry.

Column III indicates the person or persons who may contact the resource. These are: General Public, Providers, ET, and ET with ES approval. If "General Public" or "Provider" is checked, the person or provider should be instructed to make the contact unless the ET or ES determines this would be impractical. Where only "ET" is checked, the general public or provider should not be referred to that resource. In the case where "ET with ES Approval" is indicated, contact with a resource should be made by an ET only after discussing the situation and obtaining the ES's approval. Any time an ET is uncertain of the appropriateness of a referral or direct contact with a resource, the ES is to be consulted prior to contacting a listed resource.

This directory attempts to allow maximum flexibility in assisting with the many varied situations that arise in daily case work.

RESOURCE DIRECTORY

I. TYPE OF INQUIRY, COMPLAINT OR REFERRAL

II. RESOURCE

III. AVAILABLE TO:

1. MEDI-CAL GENERAL INFORMATION

A. Inquiries Related to San Diego County Cases or Residents

ET's should try to resolve inquiries at the District level. If the request for information or the complaint is not appropriate for District response, the caller should be referred to the San Diego County DSS's General Information Unit (Public Inquiry Unit). Any media inquiry should be referred to Yolanda Thomas, 531-4727.

Public Inquiry Unit
San Diego Department of
Social Services
7949 Mission Center Court, W409
San Diego, CA 92108

(619) 292-9371 (San Diego)

General Public

B. General Inquiries (State)

Providers or beneficiaries who need questions answered or help with Medi-Cal program problems that cannot be handled by the County or do not pertain to San Diego County cases, are to be referred to this resource.

Medi-Cal Program Inquiry Unit
714 "P" Street, Room 1640
Sacramento, CA 95814

(916) 445-0266 (Sacramento)

General Public
Beneficiaries

DSS staff is NOT to
contact this source for
Medi-Cal information.

If this unit cannot answer the questions or resolve the problem, they will try to refer the person to the correct unit or organization.

NOTE: Although there is no toll free number, this unit will obtain caller's name and number, and will call immediately if requested.

Claims representatives are available
from 10-12 A.M. and 1-3 P.M.

2. PRIOR AUTHORIZATION

A. Dental Authorizations

Handles Denti-Cal prior authorization and billing. If a dentist calls for information, refer him/her to the Los Angeles phone number. This office can help with specific billing or prior authorization problems for the provider.

California Dental Service
Government Program, Benefit Services
P.O. Box 13796
Sacramento, CA 95853

(916) 386-1620 or 231-8665
(Los Angeles, no area code needed, is
a direct line to L.A. and is toll free.)

Providers

Eligibility Technician w/ES
Approval

RESOURCE DIRECTORY

I. TYPE OF INQUIRY, COMPLAINT OR REFERRAL	II. RESOURCE	III. AVAILABLE TO:
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B. Local Medical Authorizations

Handles prior authorizations (TAR'S: Treatment Authorization Requests) for local providers (San Diego-Imperial counties), including border communities (e.g., Yuma).	Medi-Cal Field Office Medi-Cal Consultant Department of Health Services 8885 Rio San Diego Drive, Suite 167 San Diego, CA 92108	Eligibility Technician w/ES Approval
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<u>Do not</u> refer clients to this resource.	(619) 237-7431 (San Diego -- Explanation of regulations and policies)	
	(619) 237-7436 (San Diego -- Nursing Homes Prior Authorization)	
	(213) 620-5980 (Los Angeles -- All drug Prior Authorization)	
	(916) 322-3997 (Sacramento -- All optometrist Prior Authorizations)	
	(619) 237-7701 (San Diego -- All other providers)	

C. Out-of-State Medical Authorization (For already enrolled providers)

Handles prior authorizations for out-of-state providers, including any medical services for children placed out-of-state.	Medi-Cal Field Office Department of Health Services P.O. Box 3704 San Francisco, CA 94119	Providers
	(415) 557-2770 (San Francisco)	

3. PROVIDER RELATIONS

Handles inquiries from physicians and facilities in or out-of-state who are interested in becoming Medi-Cal providers.	Department of Health Services Provider Relations Unit 714 "P" Street, Room 950 Sacramento, CA 95816	Providers
This would include any out-of-state provider who handled an emergency and was not enrolled as a provider.	(916) 323-1945	

RESOURCE DIRECTORY

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4. PREPAID HEALTH PLANS

A. General Inquiries

Handles general inquiries from the public or beneficiaries regarding Prepaid Health Plan problems. Can identify a beneficiary on state contracted a PHP/HMO.

Department of Health Services
Organized Health Systems
714 "P" Street, Room 1400
Sacramento, CA 95814

General Public

(916) 322-3122

B. Disenrollment and Medi-Cal Cards

Has a person in charge of each PHP in the state. If an incoming ICT requests a Medi-Cal card and was on PHP in the other county, the ET can call this section. They will verify disenrollment and can authorize the issuance of the Medi-Cal card.

Department of Health Services
Organized Health Systems
714 "P" Street, Room 1400
Sacramento, CA 95814

Eligibility Technician

(916) 324-4402

5. THIRD PARTY LIABILITY

A. General Inquiries

Handles calls from clients, ETs and attorneys.

(This office is not always staffed. If you get no answer, call back at a later time.)

Department of Health Services
General Collections Section
P.O. Box 2471
Sacramento, CA 95811-9990

General Public

Eligibility Technicians with
ES Approval

1-800-952-5776

B. Forms 14-7 DSS and Settlement Checks

Third party liability forms, 14-7 DSS, are initially routed to this address.

After an initial investigation, the forms are routed to an office in Hollywood. Do not send the 14-7 form directly to the Hollywood Office, even though State staff in this office may ask you to do this.

Department of Health Services
Casualty Unit
P.O. Box 2471
Sacramento, CA 95811

General Public

RESOURCE DIRECTORY

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6. BILLING

A. Electronic Data Systems (EDS)

Processes Medi-Cal claims in the majority of cases. However, there are three exceptions. (See * below.)

1-800-541-5555

Providers

Toll Free number available to answer provider inquiries regarding billing. Claim status, and Medi-Cal policies and procedures.

*EXCEPTIONS:

B. Dental Claims

See Article B.2.A.

C. Redwood Health Plan

Redwood Health Plan provides claims processing for the following counties: Lake, Sonoma and Mendocino.

Redwood Health Foundation
3033 Cleveland Avenue
Santa Rosa, CA 95401

Providers

The State issues RED cards to beneficiaries in these areas so that providers can identify persons covered by Redwood Health. These cards also say "Redwood Health Foundation." Although these cards are RED, they are NOT limited services.

These persons can receive services from any provider, however, the provider must bill Redwood Health Plan.

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D. Santa Barbara County and San Mateo County Health Initiative Program (HIP)

Santa Barbara and San Mateo Counties operate county HMOs. All Medi-Cal beneficiaries in these counties are covered by this plan. This includes persons who move out of these counties until their ICT is completed by the receiving county. Clients covered by this plan will receive both an H.I.P. card and a "RED" dental only card.

Santa Barbara Health Initiative
(S.B.H.I.)
Claims/Encounters
P.O. Box 21108
Santa Barbara, CA 93121

805-963-9261
800-421-2560
(Southern California counties only)

San Mateo Health Initiative (SMHI)
Gail Akam
225 37th Avenue
San Mateo, CA 94403

(415) 573-3588

Providers

Clients

7. MISCELLANEOUS

A. Share of Cost Cards

Reviews form MC 177S and issues Medi-Cal cards.

Department of Health Services
P.O. Box 160400
Sacramento, CA 95816-0400
ATTN: Data Systems Branch
Key Data Entry

(916) 445-1450 (Sacramento)

Eligibility Technicians

B. Disability & Blindness Evaluations

Evaluates disability and blindness either current or retroactive.

State Programs Section
Disability Evaluation Branch
Department of Social Services
P.O. Box 30541, Term. Annex
Los Angeles, CA 90030

(213) 857-5400 (Los Angeles)

Eligibility Technicians

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C. Medi-Cal Providers

Physicians and Dentists Who Accept Medi-Cal

An information and referral service agency. They can advise clients of a physician in their area who will accept Medi-Cal.

Info Line
P.O. Box 23543
San Diego, CA 92123

General Public

From:

San Diego, El Cajon, Lemon Grove (619) 549-0997
South and East County (619) 425-0997
North County Inland (619) 740-0997
North County Coastal (619) 943-0997
Outlying Areas Only (800) 227-0997

D. Alien Status

Handles inquiries about citizenship and alien status. Persons having questions about their status may be referred to this agency.

Immigration and Naturalization Service (INS)
880 Front Street
San Diego, CA 92188

General Public

(619) 293-6250 (San Diego)

E. CHAMPUS

Handles inquiries from any provider regarding prior authorization or billing of CHAMPUS.

CHAMPUS
Blue Shield of California
P.O. Box 85020
San Diego, CA 92138

General Public

Providers

ET may also contact this resource with inquiries regarding a beneficiary's CHAMPUS eligibility.

(619) 297-7600 (San Diego)

Eligibility Technicians

F. Railroad Retirement

This is the Railroad district office for San Diego and can be used to verify receipt and amount of the pension received. The client's permission is necessary.

U.S. Railroad Retirement Board
380 West Court Street
San Bernardino, CA 92401

Eligibility Technicians

(714) 383-5581 (San Bernardino)

RESOURCE DIRECTORY

I. TYPE OF INQUIRY, COMPLAINT OR REFERRAL

II. RESOURCE

III. AVAILABLE TO:

G. Long Term Care Ombudsman Program

Acts as an impartial facilitator between all types of out-of-home care facilities and patients, their families and friends. It is sponsored by the San Diego Board of Supervisors, is free of charge, and helps people of all ages residing in out-of-home care facilities in the county.

Department of the Area Agency on Aging
4090 El Cajon Blvd., Suite D
San Diego, CA 92105

(619) 560-2507 (San Diego)

General Public

H. Probate/Recovery of Services

Handles inquiries and must be notified by the deceased persons estate on most persons over 65 who had a Medi-Cal case. The person handling the estate should include a copy of the death certificate.

Department of Health Services
General Collection Section
714/744 "P" Street
Sacramento, CA 95814

(916) 322-2280

General Public

ET with ES Approval

I. VA/Veterans Service Representative

Handles inquiries concerning veterans and VA benefits. The CA5 is the standard method of communication. They will also respond to questions on a gram attached to a CA5.

County Veterans Service Office (CVSO)
S273
Attn: VSR

Eligibility Technician

8. COUNTY INDIGENT BURIAL PROGRAM

Handles questions concerning the County Indigent Burial Program.

County Public Guardian
5201-A Ruffin Road
San Diego, CA 92123

(619) 694-3500

Eligibility Technicians

General Public

9. COUNTY PATIENT SUPPORT DIVISION

INTRODUCTION

State law requires each County to have a system for providing emergency medical care for indigent individuals that do not have resources, private insurance or eligibility for any other health coverage program such as Medi-Cal or County Medical Services Program (Welfare and Institutions Code 17000 - 17400/Health and Safety Code 11317).

San Diego County has contracted with the University of California, San Diego Medical Center (UCSD Medical Center) to provide the required medical care. The County Patient Support Division (County Department of Health Services) administers the contract, receives referrals from UCSD-Medical Center, determines patient eligibility for County paid medical services and authorizes payment.

A. County Patient Support Division Procedures (CPSD)

If the patient is potentially eligible for Medi-Cal, Medi-Cal through AFDC or CMS, the patient will be referred to the appropriate DSS office. Frequently, CPSD staff will contact the ET to determine the status of the application. CPSD staff members will identify themselves and request information concerning the status of the application, such as date of Medi-Cal eligibility, reason still pending or reason for denial. Upon request, CPSD staff may be able to assist the ET in obtaining a completed application or verification.

B. Confidentiality/Release of Information

The County Patient Support Division is a division of the County Department of Health Services and is authorized under State regulations to access, review or receive any information or records contained in DSS case files for the purpose of administering a public social service program.

C. County Financial Liability

Under State law, and through contractual agreement, San Diego County is financially liable for the cost of emergency medical services for indigent patients at UCSD Medical Center who fail to complete a Medi-Cal application. Therefore, it is extremely important that Medi-Cal (including retroactive) eligibility be established whenever it exists so that County funding is used only as a last resort.

10. MEDI-CAL PROGRAM GUIDE

PA STAFF ASSIGNMENTS

A. KAY RILEY, Program Assistant

Article 6 - Institutional Status
Article 9 - Property
Article 10 - Income
Article 11 - Maintenance Need
Article 12 - Share of Cost
Article 16 - Overpayment
Article 17 - Dialysis
Article 18 - State Hearings
Article B - Resources
State Supplemental Program Guide

Liaison: ASP

B. DANN CRAWFORD, Program Assistant

Article 1 - Definitions
Article 2 - Administration
Article 3 - County of Responsibility
Article 4 - Application Process*
Article 5 - Medi-Cal Programs
Article 7 - Alienage, Citizenship and Residence
Article 8 - MFBU Composition
Article 13 - Period of Eligibility
Article 14 - Card Use and Issuance
Article 15 - Other Health Coverage/Medicare

Liaison: Pickle
CHDP
HCO

C. PAT WALTER, Program Assistant

Article A - County Medical Services (CMS) Program

* Article 4, Section 3 - Hospital Referral System